

**Department of Consumer Affairs**

Position Duty Statement

HR-041 (new 9/19)

Page 1 of 3

<b>Classification Title</b> PROGRAM REPRESENTATIVE III (Supervisor)	<b>Board/Bureau/Division</b> Bureau of Automotive Repair (BAR)
<b>Working Title</b> Repair Assistance Supervisor	<b>Office/Unit/Section / Geographic Location</b> Consumer Assistance Program /Technical Services Unit/Repair Assistance & Quality Control/Rancho Cordova
<b>Position Number</b> 646-200-6824-003	<b>Name and Effective Date</b>

**General Statement:** Under the general direction of a Program Manager I, the Program Representative III (PR III) Supervisor is responsible for the supervision and oversight of staff in the Technical Service Unit, Repair Assistance and Quality Control section, in the Consumer Assistance Program (CAP). Specific duties include, but are not limited to, the following:

A. SPECIFIC ASSIGNMENTS [Essential (E) / Marginal (M) Functions]

**50% Supervision of Staff, Administration, and Planning (E)**

Manage and supervise staff within the Repair Assistance and Quality Control Unit of CAP. Provide technical consultation to staff on vehicle retirement processes. Develop, plan, organize, and direct, all activities within the unit. (25%)

Hire, develop and train staff. Ensure cross training of employees. Monitor employee performance and attendance. Prepare employee performance appraisals. Mediate and resolve employee disputes. (15%)

Develop and implement workload performance measures. Assign, track, and monitor workload and projects. Prioritize work. Develop recognition systems and employee feedback mechanisms. Communicate program and employee objectives and performance expectations. Initiate and recommend employee disciplinary actions. (10%)

**15% Internal Processes (E)**

Develop, recommend, and implement, all internal process improvements for the Repair Assistance & Quality Control Unit. Consult with, and gain acceptance from other CAP and BAR managers for process changes. Oversee implementation of internal process improvement efforts. Update and maintain desk procedure manuals for the industry Help Desk personnel, CAP Repair Notification and Invoice reviewers, and the repair assistance data entry and clerical support team.

Review, test, and suggest enhancements to CAP's database, compile Repair Assistance data, generate and review reports, and draft policies and procedures. Analyze and identify repair trends. Provide input on legislation. Monitor personnel resources.

**15% Technical Research/Complaint Mediation/Investigation (E)**

Review, suggest improvements, and implement changes to the CAP Operations Manual. Provide technical consultation to staff on repair effectiveness strategies. Provide technical advice to Program Representatives regarding automotive repair.

Handle the most complex and sensitive consumer assistance transactions complaints, and investigations. Approve the most complex repair station invoices.

Review all recommendations for remedial training or adverse action for CAP stations.

**10% Quality Assurance Field Inspections (E)**

Assign vehicle repair verifications and CAP station inspections to PRI's and PRII's to ensure that CAP repairs are performed as invoiced and repair station charges follow regulatory requirements. Review inspection reports, recommend remedial training or enforcement action as appropriate.

**10% Public Outreach (M)**

Represent the Consumer Assistance Program with other state and local government agencies and private organizations.

Make presentations to industry and consumer groups. Solicits input from contract stations regarding Repair Assistance procedures.

Assign staff to station outreach and recruiting visits.

Perform miscellaneous duties and attend training, staff meetings, and conferences.

**B. SUPERVISION RECEIVED:**

The incumbent works under the general direction of the Program Manager I.

**C. SUPERVISION EXERCISED:**

The incumbent directly supervises a staff of Program Representative's, Associate Governmental Program Analysts, and Management Service Technicians. The incumbent will occasionally supervise staff within the Repair Assistance & Quality Control Unit when that supervisor is out.

**D. ADMINISTRATIVE RESPONSIBILITY:**

The incumbent is involved in administrative tasks to develop and monitor program goals and objectives in the areas of budget, personnel, contracts, and business services and makes recommendations to management.

**E. PERSONAL CONTACTS:**

The incumbent has daily contact with all levels of departmental employees, representatives from other state agencies, contracted dismantlers, school personnel, and consumers.

**F. ACTIONS AND CONSEQUENCES:**

Failure to provide correct information, technical advice, and/or training to staff, management, dismantlers, schools, and/or stations could adversely affect program integrity as well as hinder achievement of CAP's goals and objectives. Failure to direct station and dismantler oversight activities and take corrective action could adversely harm consumers, program integrity, and may cause inappropriate expenditure of state funds.

**G. FUNCTIONAL REQUIREMENTS:**

The incumbent works up to 40 hours per week in an office setting, with artificial light and temperature control. Daily access to and use of a personal computer and telephone is essential. Sitting and standing are consistent with office work. Driving to dismantler locations, schools, or off-site meetings/trainings may be required. The incumbent is required to travel throughout the state by various methods of transportation.

The incumbent is a Work Week Group E employee and is expected to work an average of 40 hours per week each year and may be required to work specified hours based on the business needs of the office.

**H. OTHER INFORMATION:**

The incumbent must possess a valid driver's license, a good driving record, and is expected to drive vehicles safely. The incumbent must also have knowledge of the Automotive Repair Act and the Vehicle Inspection and Maintenance Program, industry standards for diagnosis and repair of motor vehicles, tools, equipment, and methods used in the repair, adjustment, and servicing of automobiles and automotive pollution control systems. The incumbent must exercise good judgment, interpersonal and communications skills, problem solving skills, and professionalism with staff, dismantlers, schools, and consumers.

In all Job functions, employees are responsible for creating an inclusive, safe, and secure work environment that values diverse cultures, perspectives, and experiences, and is free from discrimination. Employees are expected to provide all members of the public equitable services and treatment, collaborate with underserved communities and tribal governments, and work toward improving outcomes for all Californians.

This position is subject to the Incompatible Work Activity (IWA) Policy of the Department of Consumer Affairs. Unless previously disclosed and resolved, any participation and/or ownership related to an Automotive Repair Dealer, and possession of any Bureau of Automotive Repair license, must be disclosed and resolved pursuant to the IWA policy.

CONFLICT OF INTEREST (COI)

This position is subject to Title 16, section 3830 of the California Code of Regulations, the Department of Consumer Affairs' Conflict of Interest Regulations. The incumbent is required to submit a Statement of Economic Interests (Form 700) within 30 days of assuming office, annually by April 1st, and within 30 days of leaving office.

**I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation.** (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Health & Safety analyst.)

\_\_\_\_\_  
Employee Signature Date

\_\_\_\_\_  
Printed Name

**I have discussed the duties of this position with and have provided a copy of this duty statement to the employee named above.**

\_\_\_\_\_  
Supervisor Signature Date

\_\_\_\_\_  
Printed Name

**Revised: 04/2024**  
**Approved: 4/2024 HM**